BSES Yamuna Power Limited
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Ref No: RA/15-16/BYPL/ 263

Date: 18th Dec 2015

To,

The Secretary
Delhi Electricity Regulatory Commission,
Viniyamak Bhawan, C- Block, Shivalik,
Malviya Nagar, New Delhi – 110017

Sub: Overall standards of performance of Discoms – Reliability Indices for Nov-15 (Provisional).

Ref: Our Letter's - RCM/BYPL/09-10/32 dated 29th Jan 2010.
RCM/09-10/BYPL/116 dated 25th June 2010

Sir,

We refer to the aforesaid Correspondence regarding the Annual review on actual Performance as prescribed in the Schedule II for the Delhi Electricity Supply Code and Performance Standards Regulation, 2007, in terms of Regulation 11.2 of DERC (Terms and Condition for determination of wheeling and Retail Supply Tariff) Regulations, 2007, accordingly, the Performance Parameters for the period of Nov'15 are being submitted herewith (enclosed as Annexure – 1).

Thanking You
Yours faithfully,

For **BSES Yamuna Power Ltd.**

FOR,

Abhishek Srivastava

Manager- Regulatory (BYPL)

Encl: As above

Schedule–II

Overall Standards of Performance for April-2015 to March-2016

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	November-2015		Total cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
			Within Specified Time Limit	Above Specified Time Limit		Within Specified Time Limit	Above Specified Time Limit	
1	Normal Fuse-Off Calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	29767	40	29807	29767	40	99.87%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	360	1	361	360	1	99.72%
3	Distribution Transformer Failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	2	0	2	2	0	100.00%
			2	0	2	2	0	100.00%
4	Period of Scheduled Outage							
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	465	0	465	465	0	100.00%
	Restoration of supply by 6:00 PM		459	6	465	459	6	98.71%
5	Street Light Faults							
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	9296	67	9363	9296	67	99.28%
	Replacement of fused/defective unit							
6	Continuity Indices							
	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees.(Projections for First control period has already been submitted to Comission)	0.05685					
	SAIDI		0.07328					
	MAIFI		0.00000					
9	Percentage Billing Mistakes	Not exceeding 0.2%	359	4	1496224	359	4	0.0003%
10	Percentage Faulty Meters	Not exceeding 3%	1082	7	1503065	1082	7	0.0005%